

## CHAPTER IV

### CONCLUSION

Transportation is the activity of moving goods/baggage (load/cargo) and the passengers from one place to another (abbas salim, 1993). We can find many kinds of transportation; those are land transportation, sea transportation and air transportation. Every transportation has a good and systematic organizing institution.

For land transportation, there are some organizers like PERUM DAMRI and PT KAI. DAMRI (Djawatan Angkoetan Motor Repoeblik Indonesia). For sea transportation there is PT PELNI (persero). One of air transportation organizers is PT. ANGKASA PURA (persero). PT. Angkasa Pura is a state-owned enterprise under the Indonesian department of transportation. It has a responsibility for the management of airport and air traffic services in Indonesia. PT Angkasa Pura comprises of two entities: PT Angkasa Pura I and PT Angkasa Pura II.

In PT (Persero) Angkasa Pura I Juanda International Airport Surabaya, the writer did her internship as an information staff. The writer did internship for about four weeks, start from 18 February 2013 to 15 March 2013. During four weeks of the internship, the writer worked on office hour schedule on Monday until Friday. She worked from 08.00 am to 04.30 pm and took a rest at 12.00am. On Fridays, she started woking from 08.00 am to 03.30 pm and took a rest at 11.00am. The writer had days off on Saturday and Sunday.

Before the writer did her internship, the writer remembered the cities code and abbreviation, aircrafts code, and the location of juanda International Airport.

As an information officer, the writer did in two places during her internship. There are Information Counter and FIDS (Flight Information Display System) & Pas room. Some duties as an information staff were giving information to the customer, making journal about time arrival, handling passenger question, and giving information about airport. While as a flight Information Display System staff the duties were arranging plane for landing and taking off, reading tax message, counting an estimate time arrival and making report of the departure.

In conclusion, the writer felt very happy and enjoyed her job in the company for four weeks. The writer worked with discipline and friendly staff, also very comfortable office atmosphere. The writer got a lot of knowledge, information and experience. The writer knew about working in-group, flight language, like destinations or cities code and aircrafts code. She also knew about all of important locations in Juanda airport, met new people with different characteristic, knew the responsibilities that she must do before she applies herself in the real jobs.

The writer hopes all activities that the writer did during the internship can help the writer to face her career in the future. For PT Angkasa Pura 1, she hopes that the company will be better in the future and always give the best service to the public.